

Maricopa County Citizen's Calendar 2003

Citizen's Summary Financial Report



Maricopa County, Arizona

www.maricopa.gov

Dear Citizens,

We are pleased to present Maricopa County's seventh annual Citizen's Summary Financial Report, prepared by the Department of Finance. This year we are featuring some of the many services offered to our citizens along with summary financial information in a simplified, easy to read format. We hope this report/calendar will give you a better understanding of County government, the services we provide, and our financial condition.

Maricopa County's comprehensive annual financial reports for the year's ended 1996 - 2002, from which the information on pages 4, 5, 11, 21, 24, 27, and 28 have been drawn, were awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada (GFOA). The Certificate of Achievement is the highest form of recognition for excellence in state and local government reporting. In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report. This report must satisfy both generally accepted accounting principles and applicable legal requirements.

A Certificate of Achievement is valid for a period of one year only. We believe that our current comprehensive annual financial report continues to meet the Certificate of Achievement Program's requirements and we are submitting it to the GFOA to determine its eligibility for another certificate.

Any citizen interested in seeking more detailed financial information in the CAFR may download it from the Maricopa County Finance home page on the internet at: www.maricopa.gov/finance, or contact the Department of Finance at (602) 506-3561.

Sincerely,



David R. Smith
County Administrative Officer

HISTORY

Most of what is now Maricopa County was included as part of the Territory of New Mexico until 1863, when the Arizona Territory was established. The growth of Phoenix and other settlements along the Salt River resulted in the creation of Maricopa County - officially established on February 14, 1871. The County was named in honor of the Maricopa Indians, who were known to have inhabited the area as early as 1775. Maricopa's outer geographical boundaries were set in 1881 and have not changed since. In 1889, Phoenix became the final site of the territorial capital and retains its status as Arizona's capital city. More than half of the state's population resides in Maricopa County, which includes the cities of Phoenix, Mesa, Glendale, Scottsdale, Tempe, Chandler, Peoria, and Gilbert. This metropolitan area is the state's major center of political and economic activity.

Today, Maricopa County measures 9,222 square miles, 98 square miles of which is water. Incorporated land makes up 1,441 square miles (15.6 percent) and 7,781 square miles (84.4 percent) are unincorporated. Twenty-nine percent of this area is owned individually or by corporations, and 28 percent is owned by the U.S. Bureau of Land Management. The U.S. Forest Service and the State of Arizona each control 11 percent of the county; an additional 16 percent is owned publicly. Almost 5 percent is Indian reservation land.

The Maricopa County Seal is represented below:



Managing for Results

Strategic Plans & Performance Measures

Since 1996, under the auspices of The Pew Charitable Trusts, The Maxwell School of Citizenship and Public Affairs of Syracuse University has rated the management capacity of local and state governments and selected federal agencies in the United States. The project, called the Government Performance Project (GPP), is administered by The Maxwell School's Alan K. Campbell Public Affairs Institute and was published in the November 2001 issue of *Governing Magazine*. The GPP is a comprehensive survey of the effectiveness of core government management activities. The project's underlying premise is that higher quality government management is vital for achieving better government performance. The GPP focuses on government management capacity in five broad areas: Financial Management, Human Resources Management, Information Technology Management, Capital Management, and Managing for Results. During 2001, the GPP examined 40 of the nation's largest counties. The results were released on January 29, 2002. Maricopa County received an overall grade of A- for how well it manages the county government systems that deliver public services. Maricopa County's grades were among the top two in the nation. The County earned an A in Information Technology, and A- in both Financial Management and Managing for Results and a B+ in Capital Management and Human Resources Management. The report cites a long list of pluses including "superior financial and budgetary policies".



MANAGING FOR RESULTS:



An entire organization, its management system, the people who work there and the organizational culture (beliefs, behavior and language) are focused on achieving results for the customer. Managing for Results makes it possible to make good business decisions based on performance and makes it possible for a department to demonstrate accountability for results. Maricopa County's Managing for Results initiative provides the basis for a highly integrated management system focused on results for customers. The ongoing and cyclical system is shown on the chart to the right.



MARICOPA COUNTY'S FINANCIAL PICTURE

GOVERNMENTAL FUNDS:

County government consists of a variety of activities, which are reported separately in accordance with Generally Accepted Accounting Principles (GAAP). The majority of Maricopa County's financial activities are presented in the following fund types:

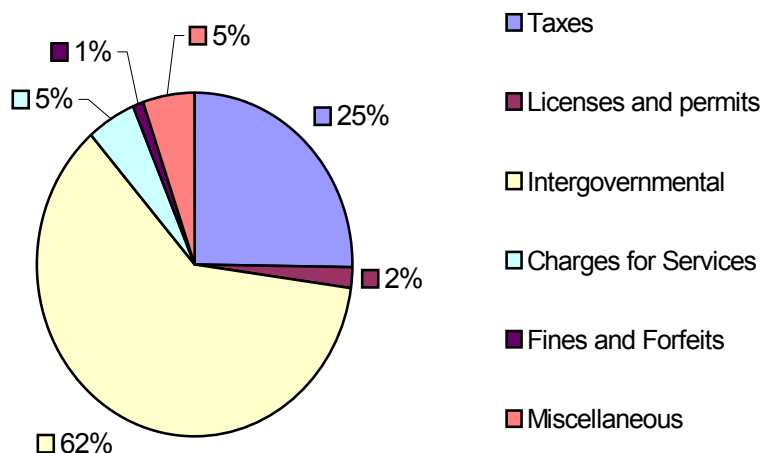
- ♦ General Fund
- ♦ Capital Projects Funds
- ♦ Special Revenue Funds
- ♦ Debt Service Funds

Breakdown of Hypothetical Property Tax Bill of \$1,000

School Districts (74.60%)	\$746.00
Maricopa County (10.47%)	\$104.70
City Government (10.018%)	\$100.18
Special Districts (4.91%)	\$ 49.12

The Maricopa County Board of Supervisors has approved a property tax rate of \$1.5748/\$100 of assessed valuation, one of the lowest ever in the county's history.

Where the money comes from.....

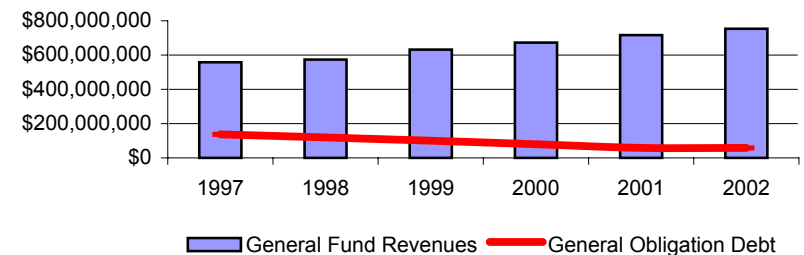


BUDGET:

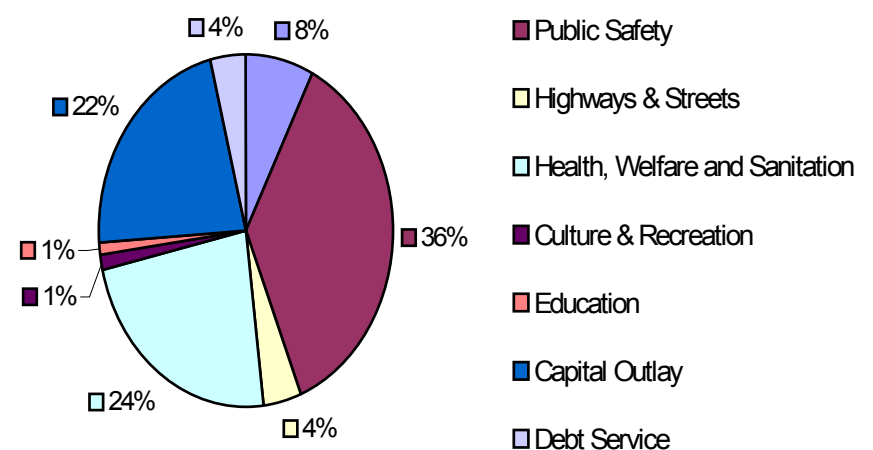
For Fiscal Year 2002-03, Maricopa County's budget is \$2.5 billion. The County's revenues are provided by three primary sources:

- ♦ Property Taxes
- ♦ Shared revenues from the State of Arizona
- ♦ User Fees

General Fund Revenues vs. General Obligation Debt



Where the money goes



MARICOPA COUNTY FINANCIAL STATEMENT

GOVERNMENTAL ACTIVITIES

Includes the general, special revenue, debt service, and capital projects funds. The County reports eight major governmental funds. These funds are the General Fund, Transportation, Flood Control, Jail Operations, General Obligation, Lease Revenue, Jail Construction and County Improvement funds.

BUSINESS-TYPE ACTIVITIES

The County uses enterprise funds to account for the Medical Center, Maricopa Health Plan, Arizona Long-Term Care System (ALTCs), and the Non-AHCCCS Health Plans – these four components comprise the Maricopa Integrated Health System - and Solid Waste operations.

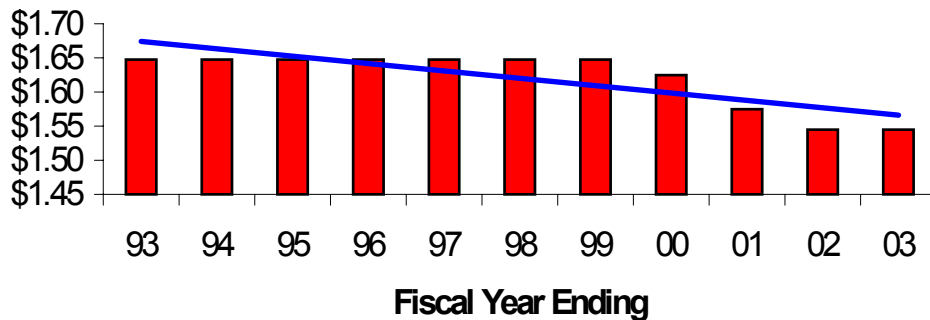
	FY 2002 Governmental Activities	FY 2002 Business-type Activities	Total
REVENUES			
Charges for services	\$ 141,930,301	\$ 708,608,852	\$ 850,539,153
Operating grants and contributions	202,885,094	6,272,958	209,158,052
Capital grants and contributions	2,712,908		2,712,908
General Revenues:			
Property taxes	344,469,999		344,469,999
Other taxes	613,714,621		613,714,621
Grants and contributions not restricted to specific programs	8,700,138		8,700,138
Unrestricted interest and investment earnings	29,404,833	6,359,401	35,764,234
Miscellaneous	1,771,739	1,868,865	3,640,604
Total Revenues	1,345,589,633	723,110,076	2,068,699,709
EXPENDITURES			
General Government	124,501,063		124,501,063
Public Safety	490,943,644		490,943,644
Highways and Streets	52,464,778		52,464,778
Health, welfare and sanitation	304,220,867		304,220,867
Culture and Recreation	25,453,164		25,453,164
Education	16,675,171		16,675,171
Interest on long-term debt	11,557,524		11,557,524
Medical Center		340,556,596	340,556,596
AHCCCS		93,168,287	93,168,287
ALTCs		241,654,207	241,654,207
Other business-type activities		67,406,686	67,406,686
Total Expenses	1,025,816,211	742,785,776	1,768,601,987
Transfers	(25,752,045)	25,752,045	
Change in net assets	\$ 294,021,377	\$ 6,076,345	\$ 300,097,722

OFFICE OF MANAGEMENT AND BUDGET

The mission of the Office of Management and Budget is to provide organizational and strategic leadership and consultation for the Board of Supervisors so that they can make well-informed policy and budgetary decisions.

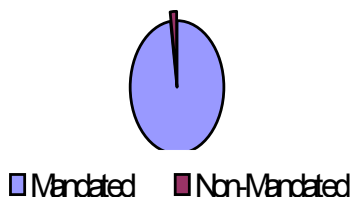
The Office of Management and Budget provides management with budgetary and strategic business planning guidance through Managing For Results, including Budgeting for Results. Thus, the Board of Supervisors and County management may make informed decisions based upon performance results and goals achieved. The Office of Management and Budget is committed to ensuring Maricopa County's future financial stability for the welfare of its citizens.

Property Tax Rate Trend



The Maricopa County controlled share of property taxes is \$1.5448 per \$100 of assessed valuation. It has been held flat or reduced since fiscal year 1991-92.

Maricopa County General Fund Expenditures



The General Government category includes a broad range of mandated citizen oriented services. Taxation, election, property assessment, revenue and expenditure accountability, support and care of persons, and legal proceedings make up the majority of these services. The governing body of the County, the Board of Supervisors, is also a mandated function.

The General Government category includes a department called *General Government*. The majority of the General Fund *General Government* department expenditures benefit the County as a whole and do not relate to any particular department of program. Example of these *General Government* department FY02 expenditures include: Major Maintenance, \$7.9 Million; Debt Service, \$6.4 Million; State of Arizona Budget Cuts, \$1.9 Million; Outside Legal Counsel, \$1.5 Million; Tax Appeals, \$1.3 Million; and Indigent Burials, \$0.4 Million.

Department of Finance

The mission of the Department of Finance is to provide financial information and services to Maricopa County government so they can effectively manage their resources.

OUR GOALS:

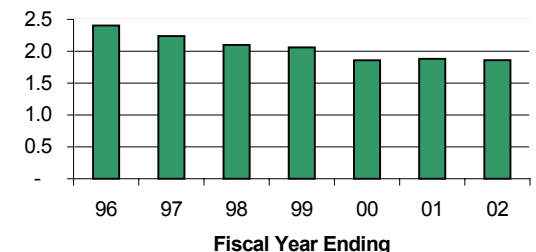
- We will develop procedures and implement processes including new financial reporting standards that support Managing For Results to proactively address the demand for government accountability.
- We will obtain a satisfaction rating of 7 or better as measured annually by the employee satisfaction survey for departmental and management satisfaction measures.
- We will evaluate and improve the Capital Improvement Project Financing Plan on an annual basis by utilizing quarterly status reports to ensure that all financing is consistent with budget resources, favorable expenditure limitation outcomes and cost effectiveness.
- We will improve our customers ability to manage results through enhancement and full utilization of our existing financial system, which will provide customized real time information.
- We will develop and implement new strategies to enhance all collection activities, through the creation of a gain-sharing program within the Department of Finance and a review of potential opportunities to centralize collections Countywide.



FINANCE TRIVIA

A quarter has how many grooves around the edge?
A. 119 B. 542 C. 1578 Answer: 119

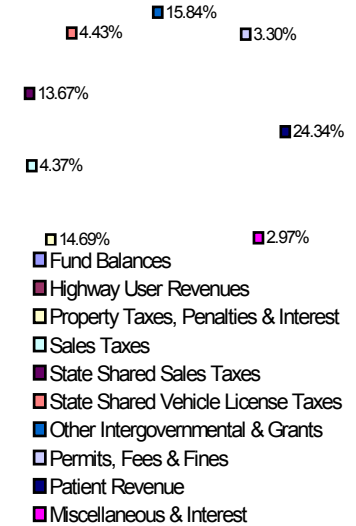
Department of Finance Actual Expenditures (in millions)



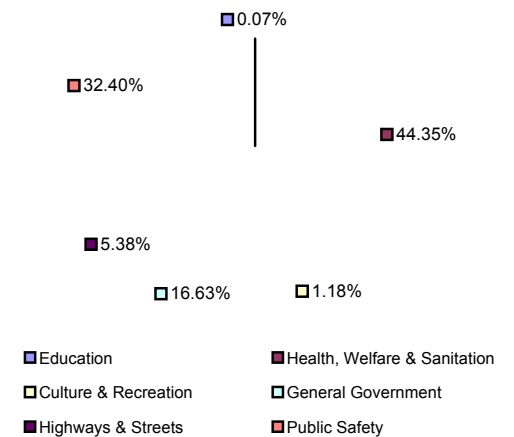
January 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 <i>New Year's Day—County Offices Closed</i>	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20 <i>Civil Rights Day—County Offices Closed</i>	21	22	23	24	25
26	27	28	29	30	31	

Source of Funds FY03 Budget \$2,464,915,690



Use of Funds FY03 Budget \$2,464,915,690



Maricopa County Animal Care & Control

Animal Care & Control, (AC&C), formerly known as *Animal Control Services*, and historically known as *Rabies/Animal Control*, is pleased to announce our new philosophy of service! Over the years, our organization has typically been seen as either a public health service or law enforcement agency. Times have changed... Although there are strong public health and law enforcement aspects involved in AC&C's operations, we have adopted a new approach that better addresses Arizona's mandates and meets the community's expectations of animal welfare and control.

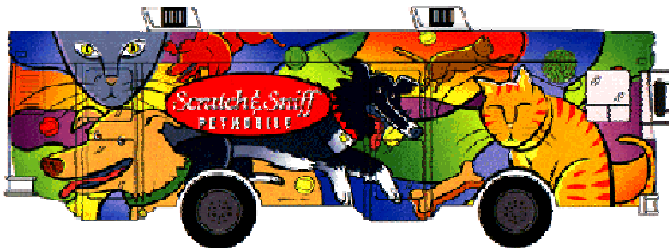
MISSION: Our mission is to promote and protect the health, safety and welfare of pets and people in Maricopa County.

VISION: We envision the day when: Maricopa County and its citizens, their property, and neighborhoods will be safe from the dangers and nuisances or irresponsible pet guardianship.



AC&C is a full service animal organization that offers the community many valuable programs and services such as:

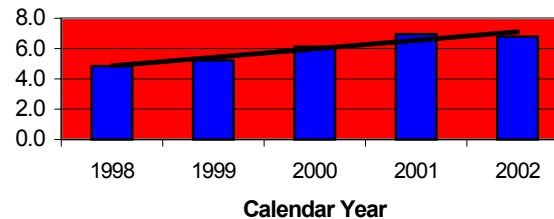
- Shelter for lost and stray animals
- Field services throughout the Valley
- Adoption programs to place dogs and cats in loving homes
- Education programs
- Human-animal bonding programs



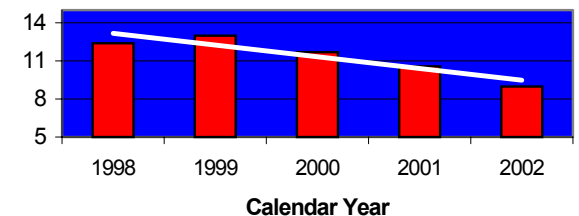
The **Scratch & Sniff Petmobile** is a self-contained vehicle that brings friendly adoptable dogs and cats to community events. This cheerful bus will visit churches, synagogues, ballparks, businesses, street fairs, schools ... wherever the community congregates ... to conduct adoptions, distribute educational materials, and offer vaccination and licensing clinics.



Animals Adopted Per Capita



Euthanasias Per Capita



"Per Capita" means the number of animals adopted and/or euthanized per 1,000 residents.

February 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<i>Black History Month</i>						1
2 <i>Groundhog Day</i>	3	4	5	6	7	8
9	10	11	12 <i>Lincoln's Birthday</i>	13	14 <i>Valentine's Day</i>	15
16	17 <i>President's Day—County Offices Closed</i>	18	19	20	21	22 <i>Washington's Birthday</i>
23	24	25	26	27	28	

We have three locations:

West Valley Animal Care Center
2323 S. 35th Avenue
Phoenix, AZ 85009
(35th Avenue/Durango)
(602) 506-PETS

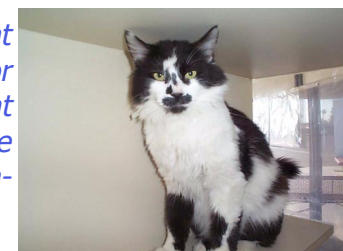
East Valley Animal Care Center
2630 W. 8th Street
Mesa, AZ 85201
(8th Street/Loop 101)
(602) 506-PETS

Pet Adoption Center
5231 N. 35th Avenue
Phoenix, AZ 85071
(35th Avenue/Missouri)
(602) 506-PETS

Visit our web site:
www.pets.maricopa.gov

For more information on our programs and how you can get involved to help homeless animals in Maricopa County call us at (602) 506-3471.

Right: A cat waiting for adoption at one of the three locations.





Each year 20,000 school children visit the Desert Outdoor Center. In 2002, a 12" telescope and an observatory were added.



Each month, in the County's regional parks, Interpretive Rangers present more than 70 outdoor educational programs at no charge.



MARICOPA COUNTY Parks and Recreation Department

Mission Statement:

To provide recreational and educational opportunities while protecting park resources for residents and visitors so they can enjoy a safe and meaningful outdoor experience.

- Attendance in Maricopa County Parks for the Fiscal Year 01-02 increased by more than 28%.
- In January 2001, Maricopa County Parks and Recreation Department added the Spur Cross Ranch Conservation Area and its 2,134 acres to its inventory of managed open space.
- The Maricopa County Regional Park System is composed of more than 120,000 acres. It includes 9 managed Parks and Recreation Areas and the Desert Outdoor Center which is the premier outdoor education center in Arizona.
- County Parks include three golf courses, horse-back riding, and boat renting concessionaires.

Total Revenues in FY02 were \$4,619,960
Total Expenditures in FY02 were \$6,159,285



Maricopa County Parks maintains over 163 miles of multi-use trails and competitive tracks.

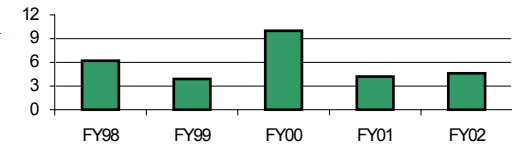


Each spring when Lake Pleasant is filled to 95% of capacity, there are nearly 10,000 surface acres of water for recreation.

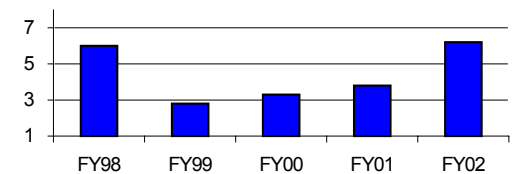
March 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<i>Women's History Month</i>						1
2	3	4	5 <i>Ash Wednesday</i>	6	7	8 <i>International Women's Day</i>
9	10	11	12	13	14	15
16	17 <i>St. Patrick's Day</i>	18	19	20 <i>First Day Of Spring</i>	21	22
23	24	25	26	27	28	29
30	31					

**Total Revenues
(in millions)**



**Total Expenditures
(in millions)**



OFFICE OF THE MEDICAL EXAMINER

Under the authority of A.R.S. 11-591 through 11-600, the Medical Examiner is required to make a public inquiry and investigation to determine the cause and manner of death under any of the following circumstances: 1) Death when not under the care of a licensed physician for a potentially fatal illness or when an attending physician is unavailable to sign a death certificate, 2) Death resulting from violence, 3) Death occurring suddenly when in apparent good health, 4) Death occurring in a prison, 5) Death of a prisoner, 6) Death occurring in a suspicious, unusual, or unnatural manner, 7) Death from disease or accident believed to be related to the decedent's occupation, 8) Death believed to present a public health hazard, or 9) Death occurring during a surgical procedure or during anesthesia.

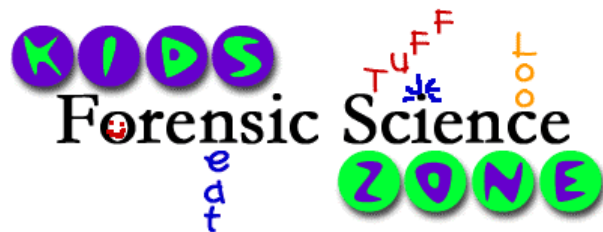
As part of the investigation, the Medical Examiner will conduct an external medical examination of the decedent. Not all cases examined by the Medical Examiner will be autopsied. A sudden death due to apparent natural causes may only require the external medical examination, while an autopsy will be necessary in deaths that may pose a potential risk to public health or safety, are due to trauma, or are due to apparent or suspected wrongdoing. In addition to examining the decedent, the Medical Examiner may review the decedent's past medical history, investigative information gathered at the scene, x-rays, the microscopic examination of slides made from tissue samples, the results of completed toxicology tests and other laboratory test results. In some cases, such as when identification of the decedent is an issue, the services of a forensic odontologist or forensic anthropologist may be utilized. Upon completion of the investigation, the Medical Examiner will issue a final report on findings, including a determination of the immediate cause and any contributing causes of the death, and the manner of the death. The manner of death will be designated in one of the five categories: homicide, suicide, accident, natural and undetermined.

In cases involving criminal investigation and prosecution, a copy of the final report will be sent to the law enforcement agency and County Attorney's Office. In addition, the Medical Examiner provides information on individual cases and statistical data to many other health and safety regulatory boards and agencies, such as the National Transportation Safety Board, Child Fatality Review Board, Occupational Safety and Health Administration, and Consumer Product Safety Commission.



Above: The front of the new Forensic Science Center celebrated it's grand opening October 2002..

Below: The reception lobby of the new building.




Did you know...

- The average human brain weighs about 3 pounds.
- Although most people have the same patterns of gyri and sulci (bumps and grooves) on their brains, no two brains are exactly alike.
- The Maricopa County Office of the Medical Examiner handles over 4,000 cases per year. Only about 55-60% of these cases are actually autopsied.
- 10% of the autopsies performed by the Maricopa County Office of the Medical Examiner are homicides.
- The Office's busiest day was December 31, 2001 when they received 51 bodies.

Visit our Kid Zone at www.maricopa.gov.

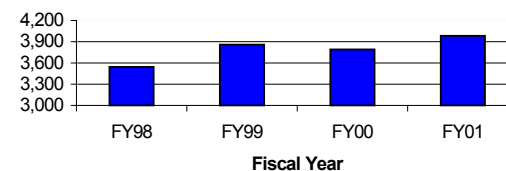
April 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 <i>April Fool's Day</i>	2	3	4	5
6	7	8	9	10	11	12
13 <i>Palm Sunday</i>	14	15 <i>Tax Day</i>	16	17 <i>Passover</i>	18 <i>Good Friday</i>	19
20 <i>Easter</i>	21	22 <i>Earth Day</i>	23 <i>Administrative Professionals' Day</i>	24	25 <i>Arbor Day</i>	26
27	28	29	30			



Above: The Special Procedure Exam room

Number of Medical Examiner Cases



Above: The Toxicology Lab Instrument Room



MCDOT

Maricopa County Department of Transportation



MCDOT is the valley's leading transportation agency, maintaining over 2,800 miles of roadway and 250 bridges.

MCDOT plans, designs, constructs and maintains roadways throughout Maricopa County in unincorporated areas, within your community, and in partnership and coordination with cities and towns countywide.



MCDOT annually addresses the transportation needs of Maricopa County by adopting an ongoing five-year Transportation Improvement Program (TIP). **MCDOT's** approach to providing service is like a business. This ensures taxpayer dollars are directed to the projects which offer the greatest return to the public. The project must be the right road, at the right time, at the right cost.

MCDOT knows that the public is the biggest part of "public works", so we work hard to include and involve Maricopa County residents in our transportation projects. We hold more than 50 public meetings every year, often in your neighborhood. For more information about such meetings, call 602-506-4608 or visit our online calendar of events.

Left: New bridge recently constructed over SR Loop 303 at Clearview Boulevard.



Above: Crews work on new bridge crossing over the Agua Fria River.

MCDOT has a lot of useful information online. Whether you're looking for a Net Nanny approved **websites for your kids**, for information on **road projects**, or you want to take a look at the real time **freeway cameras**, we've got it all!

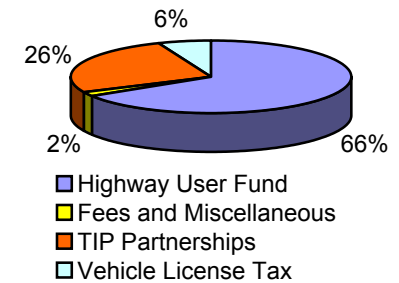
Visit us online at:

www.mcdot.maricopa.gov

May 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5 <i>Cinco de Mayo</i>	6 <i>Nurse's Day</i>	7	8	9	10
11 <i>Mother's Day</i>	12	13	14	15	16	17 <i>Armed Forces Day</i>
18	19	20	21	22	23	24
25	26 <i>Memorial Day-County Offices Closed</i>	27	28	29	30	31

MCDOT Budgeted Revenue FY03



The Adopt-A-Highway Program is designed to provide recognition to organizations, families and individuals that take pride in their selected area and go the extra distance to achieve clean public lands. This permitting process is intended to provide the necessary coordination between Maricopa County and you, or your organization, to achieve a safe and successful program.



CAPITAL FACILITIES DEVELOPMENT

(formerly Criminal Justice Facilities Development)

In November of 1998, Maricopa County, Arizona voters passed a \$900 million tax initiative to fund development of new jail facilities and programs. In November of 2002, the voters passed Proposition 411 (Jail Tax Extension) which will help pay for operations and maintenance at the facilities for the next 20 years.

Of the \$900 million, \$485 million has been slated for design and construction of new Justice Facilities.

The program includes:

- 3,168 adult beds
- 388 juvenile beds
- Licensed psychiatric hospital
- Central food factory
- Central laundry
- Central warehouse
- Juvenile Courts
- Parking structures



Above: The Lower Buckeye Jail in progress

Below: Mesa Juvenile Facility in progress



Above: Durango Juvenile Treatment Facilities in progress

In August of 2002, the Capital Facilities Development Department was assigned the Design and Construction Management responsibilities of all Maricopa County Capital Improvement Projects with a cost of over \$4 million.

The projects include:

- Public Health Clinic/Environmental Services Facility— \$15,500,000
- Human Services Campus—\$7,000,000 (County Funds) \$15,000,000 (Public and Private Donations)
- Sheriff's Property and Evidence Warehouse—\$5,000,000
- Sheriff's Training Facility—\$16,000,000
- Facilities Management Maintenance Facility—\$5,000,000
- New Administration Services Building—Cost To Be Determined

June 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5 <i>World Environment Day</i>	6	7
8	9	10	11	12	13	14 <i>Flag Day</i>
15 <i>Father's Day</i>	16	17	18	19	20	21 <i>First Day of Summer</i>
22	23	24	25	26	27	28
29	30					



Above: Durango Juvenile Facility in progress



Above: Inside the Forensic Science Center during construction



Above: 4th Avenue Jail in progress



Clerk of the Board of Supervisors

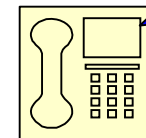
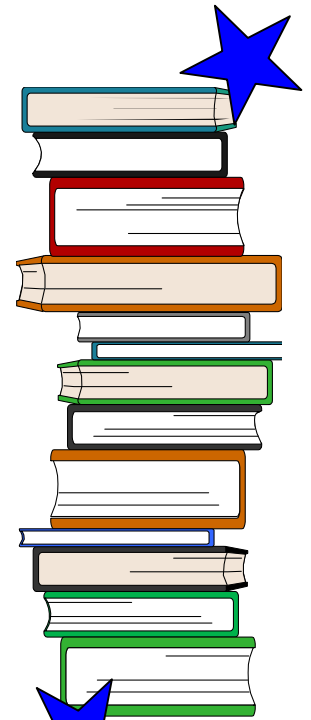
Mission: The mission of the Office of the Clerk of the Board is to provide official recordkeeping and other statutory and policy-related services for the Board of Supervisors, other County Agencies, Special Districts, and the general public, so they can make informed decisions and conduct business affairs.

Agendas for each Board of Supervisors' meeting are compiled and published by the Clerk's Office. You can see the current agenda at:
www.maricopa.gov/agendas

Over 4,500 documents are filed annually in the Clerk's Office including intergovernmental agreements, contracts, annexation notices and County ordinances—all available for public inspection 8:00 to 5:00 weekdays.

Liquor, Fireworks, and Bingo license applications are filed and processed through the Clerk's Office for businesses and events in unincorporated Maricopa County.

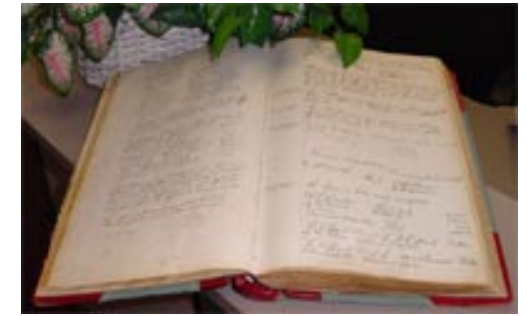
Records for the Flood Control, Library and Stadium Districts are maintained in the Clerk's Office in addition to numerous local special districts including water conservation, irrigation and fire districts.



Clerk's Office
Phone: (602) 506-3766
Fax: (602) 506-6402

July 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4 <i>Independence Day— County Offices Closed</i>	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



Looking for historical information?

The Clerk's Office has minutes of all Board of Supervisors meetings dating back to the creation of the County and their first meeting on February 28, 1871.



HUMAN RESOURCES

Employee Assistance Program



EAP provides our employees an opportunity to receive assistance in resolving general psychological problems in addition to workplace issues. EAP provides employees short term assessment, treatment and/or referral, crisis intervention, educational programs and consultation services to management.

Employee Services Management Association



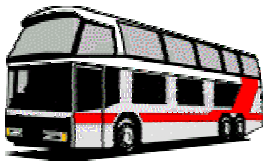
ESMA provides our employees with recreational and cultural programs that offer volume discounts for sporting events, entertainment, and many other services.

Case Management Services



An integrated approach to handling employee issues related to occupational injuries/illnesses (Workers Compensation); non-occupational injuries/illnesses; Short and Long term disability; Family and Medical Leave Act (FMLA); ADA accommodations for employees, applicants, and citizens; modified/light duty and return to work; coordination of work fitness exams; Title VII charges of discrimination (i.e. sexual harassment complaint; formal EEO charges).

Commute Options Program



Our employees can join the Commute Options Program to decrease stress, decrease wear and tear on their vehicle and help the environment all at the same time!

Wellness/Ergonomic Services



"Wellness at Work" consists of two main components: Wellness and Ergonomics. The wellness component provides a variety of activities and services for enhancing employee well being and improving personal health. Current activities include: enrichment festivals - information on nutrition, cancer, blood pressure, smoking and general health; hiking - activities for County employees and their family/friends to enjoy the outdoors, socialize and increase fitness; a fitness center - providing individual assessment, instruction and coaching. The Ergonomics Program offers the following services to reduce risk, prevent repetitive injury and improve productivity: preventative and medical workstation evaluations; industrial ergonomic studies for successful return to work; evaluation for ADA accommodations; furniture and chair evaluations/recommendations; customized and standard training; and work site train-the-trainer exercise sessions.

New Employee Orientation



NEO provides new employees with information about Maricopa County such as: history, organizational structure, Merit Rules, County policies and procedures, County pay system and benefits and employee programs.

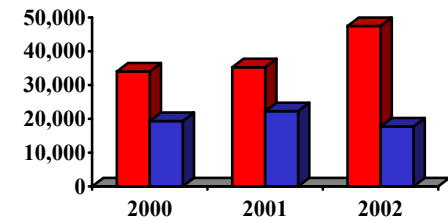
August 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3 <i>Friendship Day</i>	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

VISION: Maricopa County Human Resources will be a recognized leader in maximizing employee growth, development, and diversity. We will facilitate change by responding to our customers' needs, while exercising fiscal prudence.

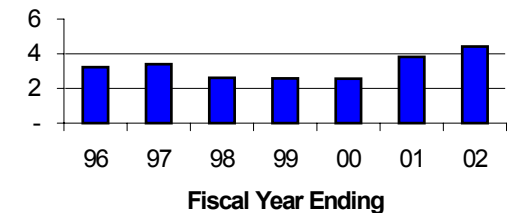
MISSION: The mission of the Maricopa County Human Resources Department is to design, develop and implement innovative, diverse, and fiscally efficient programs, assisting officials, administrators, managers, and employees to achieve operational excellence.

Application Activity



■ Number of Applications Received
■ Number of Applications Certified

Human Resources
Actual Expenditures
(in millions)





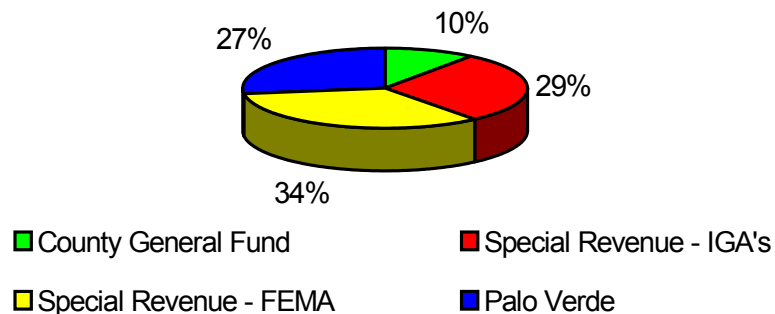
EMERGENCY MANAGEMENT

The Emergency Management Department coordinates response and recovery activities through implementation of emergency response plans during and after emergencies. Implementation requires the support and assistance of many other county departments, local jurisdictions, the private sector and volunteer agencies.

Right: An example of a dam breach at Narrows Dam that occurred in 1997.




**Fiscal Year 2003
Budgeted Sources of Revenue**



DEPARTMENT FUNCTIONS:

- Administration and Personnel
- Budget/Finance
- Communications and Warning Systems
- Disaster Assistance and Planning
- Emergency Information System (Computer Database)
- Emergency Operations Center Activation/ Disaster Coordination
- Emergency Operations Center (EOC) Maintenance
- Emergency Operations Planning
- Hazardous Materials Emergency Response Planning
- Hospital and Nursing Home Disaster Drills
- Hospital Mass Casualty Management Assistance
- Palo Verde Nuclear Generating Station Response
- Public Awareness
- Resource Management During Disasters

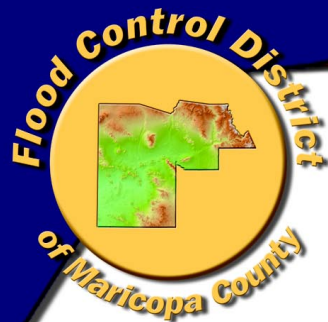
September 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
National Hispanic Heritage Month	1 Labor Day— County Offices Closed	2	3	4	5	6
7 Grandpar- ent's Day	8	9	10	11 	12	13
14	15	16	17 Citizenship Day	18	19	20
21	22	23 First Day of Autumn	24	25	26	27 Rosh Hashanah
28	29	30				

VISION: We will be a respected and effective leader in providing all aspects of a comprehensive emergency management program, including mitigation, preparedness, response, and recovery, in a proactive manner.

MISSION: The mission of the Maricopa County Department of Emergency Management is to provide community-wide education, planning, coordination, and continuity of government for the people of Maricopa County in order to protect lives, property and the environment in the event of a major emergency.

Emergency Management produces many publications for the protection of our citizens. Please visit the following web site for additional information: www.maricopa.gov/emerg_mgt/publications.asp



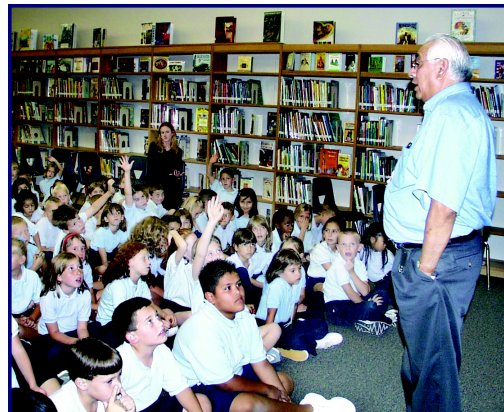
Over the past year, the District has moved forward on several new initiatives—shifting from planning and study to implementation. These initiatives include: Landscape Aesthetics, Multi-use and Recreational Opportunities, Erosion Hazard Mapping, Floodprone Property Acquisition and Floodproofing, Flood Control Structure Rehabilitation, and Riparian Conservation.

This year,

the District:

- was rated as one of the top flood management agencies in the U.S.
- was recognized with a national award for its real-time flood forecasting system
- was honored for saving lives in the October 2000 floods
- joined flood control experts for a national conference in Phoenix
- released its 2002 comprehensive plan—a blueprint for flood control in Maricopa County
- developed a variety of materials and presentations to educate and raise awareness of flood hazards
- made it possible for the public to find out if they live in a floodplain through the Internet
- completed six Area Drainage Master Plans and one Water-course Master Plan
- completed ten major flood control structural projects

This year, the District launched its new and improved website at www.fcd.maricopa.gov which offers a wealth of in-depth and timely information about District projects in your community as well as District services and programs. This site is the number one source for information on flooding and flood control in Maricopa County.



The District is funded through a secondary County property tax. At the current rate, the typical property owner pays \$23.20 per \$100,000 of assessed property value. Forty-five percent of the District's revenue comes from this tax, the remaining comes from: the sale and lease of right-of-way, permit fees, and municipal cost-sharing agreements.



Financial Highlights

Fiscal Year Ending June 30, 2002
Preliminary and Unaudited

Revenue

Flood Control Tax	\$ 44,775,297
Local Participation	17,183,885
Licenses & Permits	1,760,324
Interest Income	643,554
Land Sales and Rental	9,195,157
Miscellaneous	123,714

Total Revenue \$ 73,681,930

Expenditures

Operating	\$ 19,860,282
Vehicles and Equipment	380,293
FCD Capital Improvements	45,933,266

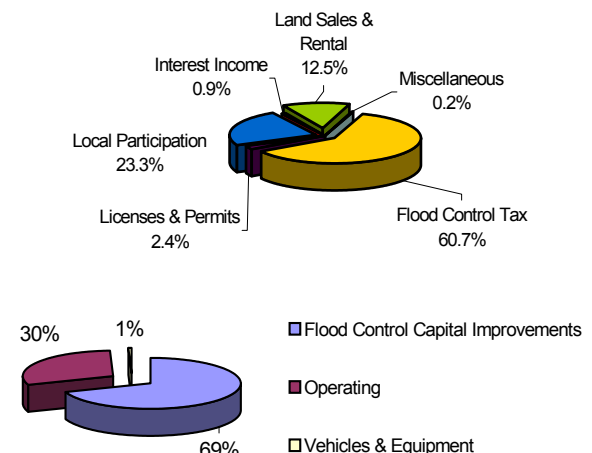
Total Expenditures \$ 66,173,841

Fund Balance July 1, 2001 \$ 11,413,501

Net Change From Fiscal Year 2002 Operations 7,508,089

Increase in Inventory 1,400

Fund Balance June 30, 2002 \$ 18,922,990



October 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6 <i>Yom Kippur</i>	7	8	9	10	11
12	13 <i>Columbus Day— County Of- fices Closed</i>	14	15	16 <i>National Boss's Day</i>	17	18
19	20	21	22	23	24 <i>United Nations Day</i>	25
26	27 <i>Ramadan</i>	28	29	30	31 <i>Halloween</i>	

The Flood Control District of Maricopa County is responsible for providing regional flood hazard identification, regulation, remediation, and education for Maricopa County residents in order to reduce their risks of injury, death, and property damage from flooding. In a year that saw little rainfall, the District continued its mission—planning for when the rains come and preventing disasters from occurring. The District and its staff continued to work towards a safer community for Maricopa County residents and increased protection in preparation for the next big storm.

The District provides the following services to the public:

- Identification of flood hazards and problems
- Regulation of floodplains, drainage, and development
- County Watercourse and Drainage planning
- Education for flood prevention and safety
- Construction, Maintenance, and Operation of Flood Control Structures and Facilities
- Flood Warning and Early Detection



Flood Control District of Maricopa County
2801 West Durango Street
Phoenix, Arizona 85009
(602) 506-4440 FAX: (602) 506-4601



Helen Purcell

Mission Statement: The mission of the Recorder's Office is to maintain a perpetual, comprehensive set of public records consisting of all documents appropriately presented for recording for the public so that any member of the public can readily access the information to conduct their personal and business activities with the assurance that, where appropriate, privacy will be protected and that their transactions were executed in accordance with the law.

Maricopa County Recorder Helen Purcell's statutory duties and responsibilities include recording and maintaining, for permanent public record, 4,500 to 10,000 documents per day, as well as maintaining voter registration rolls for over 1,300,000 registered voters in Maricopa County. In 1998, 1999, 2001, and 2002, the Recorder's Office exceeded one million document recordings mid-way through the fiscal year. In addition, Ms. Purcell is responsible for administering the Elections Department that conducts all national, state and county wide elections, and provides support for cities, towns, schools, and other jurisdictions.

The Recorder's Office provides basic services such as the recording of documents, access to public records, UCC and federal tax lien searches, and internet access to recorded documents (www.recorder.maricopa.gov). Digital recording is available to government agencies, municipalities, title companies, etc., and electronic recording is provided through third party software.

The Recorder's newest service is the ability to purchase public records via the internet with a credit card and pay for services offered at the Recorder's Office with a credit card.

Achievements: In July of 2001, Helen Purcell received the NACo Achievement Award for Digital Recording, and in 2002, she received three awards for her "Redistricting" internet sites: A NACo eGovernance Award of Merit, a NACo Achievement Award, and a Special Achievement in GIS Award from Environmental Systems Research Institute.



ELECTIONS DEPARTMENT
M A R I C O P A C O U N T Y

Mission Statement: The mission of the Maricopa County Elections Department is to provide access to the electoral process for citizens, jurisdictions, candidates, the legislature and special interest groups so that they have equal access and may readily participate in elections.

On April 3, 2002, the Elections Department's Vote-By-Mail technology became part of the 2000 Computerworld Smithsonian Collection at the Smithsonian National Museum of American History in Washington, D.C. Nominated by Michael Dell, Chairman and Chief Executive Officer of Dell Computer Corporation, Ms. Purcell and her Department encouraged voters of America's 5th largest county to request mail-in ballots by phone, mail, internet, or walk-in, increasing overall voter participation as mail-in ballots grow to account for over 40% of the total ballots cast.

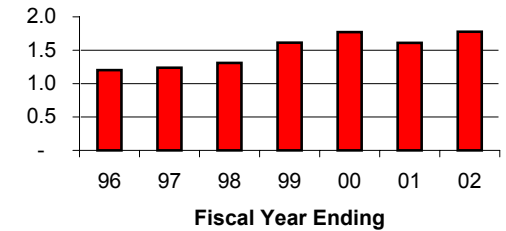
Service Centers:

- 111 South Third Avenue, Phoenix, 85003;
- 222 East Javelina, Mesa, 85210;
- 2025 East University Drive, Phoenix, 85034

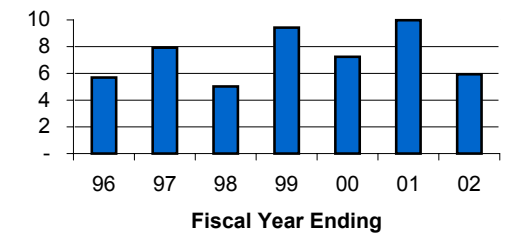
November 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<i>National Native American Month</i>						<i>1</i>
<i>2</i>	<i>3</i>	<i>4</i> <i>Election Day</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>
<i>9</i>	<i>10</i>	<i>11</i> <i>Veteran's Day-County Offices Closed</i>	<i>12</i>	<i>13</i>	<i>14</i>	<i>15</i>
<i>16</i>	<i>17</i>	<i>18</i>	<i>19</i>	<i>20</i>	<i>21</i>	<i>22</i>
<i>23</i>	<i>24</i>	<i>25</i>	<i>26</i>	<i>27</i> <i>Thanksgiv- ing Day— County Of- fices Closed</i>	<i>28</i>	<i>29</i>
<i>30</i>						

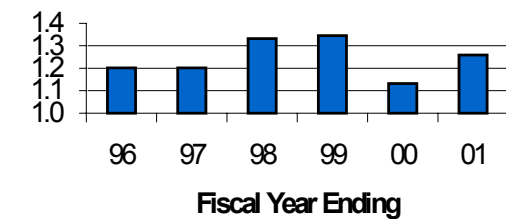
**Recorders
Actual Expenditures
(in millions)**



**Election's
Actual Expenditures
(in millions)**



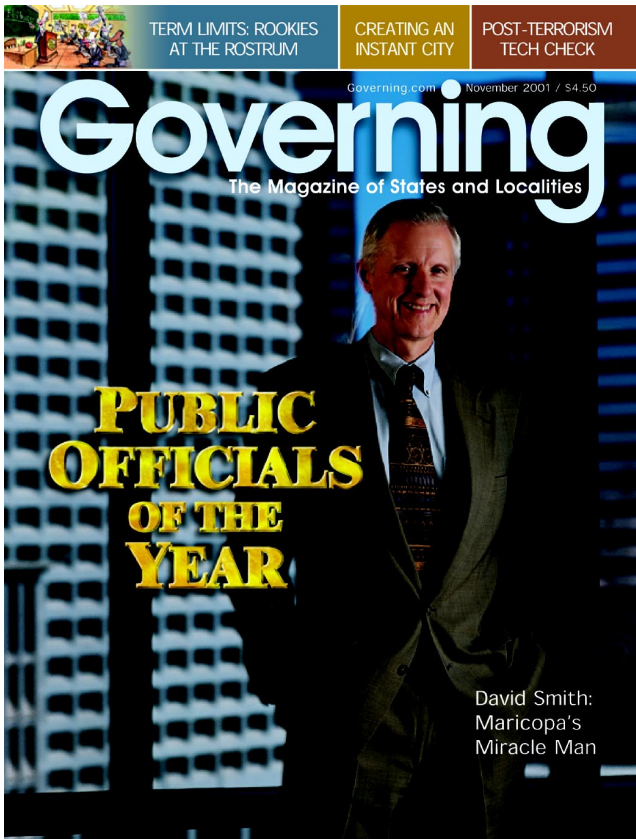
**Registered Voters
(in millions)**



County Administrative Office

Maricopa County is one of the two best-run counties in the country, according to a study published by the prestigious *GOVERNING* Magazine, November 2001. The study, referred to as GPP (see page 3), jointly conducted by *GOVERNING* and Syracuse University, looked at five key areas of Maricopa County's management programs.

In the early 90's, the County was in a critical financial crisis, nearing bankruptcy. All that has changed under the leadership of County Administrative Officer David Smith. Smith joined the County in 1994. He received support from the Board of Supervisors to conduct a dramatic change in business philosophy, which has turned Maricopa County's red ink to black.



Smith's leadership was honored by his selection (also by *GOVERNING* Magazine) as Public Official of the Year.

The County Administrative Office manages the business of government. It sets the tone for financial procedures and management style used throughout the County. It also serves as the link between the elected leaders and appointed leaders.



Above: David Smith speaking to well-wishers at a celebration recognizing the County as one of the best in the country.

MISSION: The mission of the County Administrative Office (CAO) is to provide leadership and direction for county departments and agencies so that they can deliver services countywide to residents of Maricopa County.

VISION: To manage, lead, and direct countywide services. This includes managing the continued financial stabilization plan, responding to citizenry and meeting public needs, providing leadership for county initiatives, initiating program development, and implementation in response to policy direction set by the Board of Supervisors, coordinating county issues which have regional impact, providing information to employees and the public concerning county activities. To assist the Board of Supervisors in every way possible in meeting the challenges facing the county in the years ahead. These include the efficient responsive provision of services, sound financial planning, growth management, and insightful recommendations.

December 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 <i>World AIDS Day</i>	2	3	4	5	6
7	8	9	10 <i>International Human Rights Day</i>	11	12	13
14	15	16	17	18	19	20 <i>Hanukkah Begins</i>
21	22 <i>First Day of Winter</i>	23	24 <i>Christmas Eve</i>	25 <i>Christmas Day County Of- fices Closed</i>	26 <i>Kwanzaa Begins</i>	27
28	29	30	31 <i>New Year's Eve</i>			



Above: County Administrative Officer David Smith makes friends with an adoptable animal from Maricopa County Animal Care and Control at a Board of Supervisors Meeting.



More Of Maricopa County At A Glance...

Public Services Provided:

Economic and Community Development

- Eye to the Future: MC 2020, a comprehensive plan for growth
- Community Development Block Grants (CDBG): serving primarily low income persons in urban Maricopa County
- HOME: creates affordable housing opportunities for eligible participants
- Community Action Programs
- Head Start Programs
- JTPA—Job Training Partnership Act Programs

Education

- Home Schooling Services
- Fiscal Services
- Regional School District
- Teacher Certification
- Technical Support Services
- Thomas J. Pappas School for homeless children

Environmental/Sanitation Monitoring

- Clean Air
- Safe drinking water
- Sanitary food service
- Approved waste disposal

Flood Control

- Capital Improvement Projects provide flood and stormwater management services to reduce or eliminate the risk of loss of life or property

Health Services

- MIHS—Maricopa Integrated Health System
- Regional Burn Center
- Level 1 Trauma Center
- 24-Hour pediatric emergency care
- Neonatal Intensive Care Unit
- 13 community-based health clinics
- ALTCS—Arizona Long-Term Care System: Serves over 7,800 enrollees
- AHCCCS—Arizona Health Care Cost Containment System—Determines financial eligibility for applicants

Libraries

- Service for the entire County
- Only service for 3 unincorporated communities and 8 towns
- Bookmobile/Outreach services for those physically disabled or unable to travel

Parks and Recreation

- Over 110,000 acres of parks
- Largest municipal park system in the country
- Desert Outdoor Center at Lake Pleasant
- Camping, hiking, boating, fishing and swimming
- Operated on a concessionaire basis: para-sailing, a waterpark, a model airplane airport, 3 golf courses, a go-cart track and a rodeo arena
- BankOne Ballpark: Major League Baseball, home of the 2001 World Series Championship Arizona Diamondbacks

Public Health

- Birth and death records, health statistics, and epidemiology
- Disease Prevention: Tuberculosis (TB), Sexually Transmitted Diseases (STD), and Cardiovascular through testing and treatment
- Family health: Women, Infants, and Children (WIC); well woman healthcheck; family planning; pregnancy counseling; Babymobile; newborn intensive care follow-up; and community nutrition programs
- HIV/AIDS prevention, services, testing, AIDS drug assistance
- Homeless health care services, including mobile services from the Care-a -Van
- Immunizations for adults, children, and foreign travel
- Refugee services, including screening for diseases and immunizations
- Tobacco use reduction and programs for quitting

Public Safety

- Committed to ensuring the *Quality of Life* in Maricopa County
- One of the largest county jail systems in the nation
- 121,000 adult inmates booked last year
- Indigent Representation
- Medical Examiner
- Public Fiduciary
- Trial Courts: Superior, Juvenile, and Justice

Transportation

- Responsible for over 2,800 miles of roadway
- Capital Improvement Projects link and/or serve unincorporated areas or are created in partnership with the State or other municipalities

More of Maricopa County At A Glance...

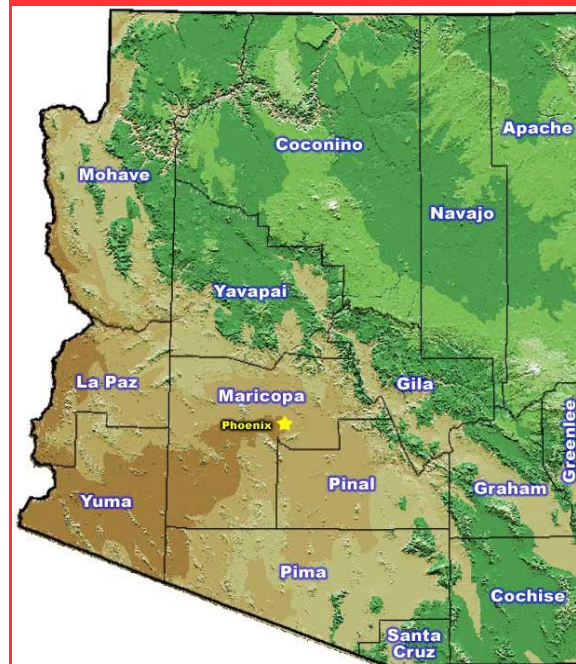
Average Weather: Maricopa County enjoys an average annual daily temperature of 72 degrees with 300 days of sunshine per year. The monthly average temperatures are listed below.

<u>Maricopa County</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Average temp (F)	53	57	62	69	78	88	93	91	85	74	61	54
Average max temp (F)	66	71	76	85	94	104	106	104	98	88	75	66
Average min temp (F)	41	45	49	55	64	73	81	79	73	61	49	42

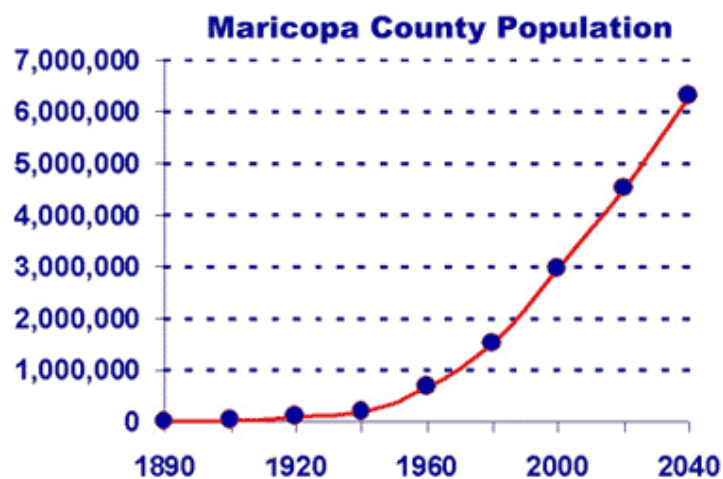
Average Precipitation: Maricopa County has an average rainfall of only 7.4 inches per year. The monthly average rainfall is listed below.

<u>Average Rainfall</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<u>Inches</u>	0.8	0.7	0.9	0.2	0.1	0.1	0.8	1.0	0.7	0.6	0.6	0.9

County Map of Arizona



Phoenix is the State Capital and is also the County Seat for Maricopa County.



Maricopa County has a population of greater than 3,200,000 people in 2002. It is the fourth most populous county in the nation, and is home to more people than 21 states and the District of Columbia. The projected growth is demonstrated on the left.



Maricopa County Board of Supervisors

COUNTY SUPERVISORS

The Maricopa County Board of Supervisors is the governing body for the county. Each member represents one of the five supervisorial districts, which are divided geographically and by population to include a mix of urban and rural constituencies. The five districts meet in the center of Phoenix. Members are elected to four-year terms and may serve an unlimited number of terms. Office holder must be residents of the district they represent. Board members elect a new chairman at their first meeting each year. The chairman conducts all formal and informal meetings, which are held every other week and are open to the public.



Left: Chairman
Fulton Brock of
District 1.



Right: Supervi-
sor Don Stapley
of District 2.



Left: Supervisor
Andrew Kunasek of
District 3.



Right: Supervisor
Max Wilson of Dis-
trict 4.



Left: Supervisor
Mary Rose Wilcox
of District 5.

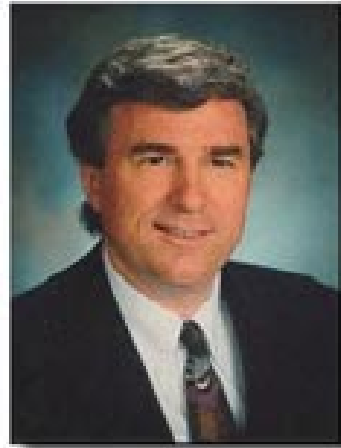


SERVICE CONTACT NUMBERS

COUNTY LEADERSHIP		INFORMATION		PUBLIC SAFETY	
Assessor	(602) 506-3406	Elections	(602) 506-1511	Adult Probation	(602) 506-3581
Attorney	(602) 506-3411	Emergency Management	(602) 273-1411	Justice Courts	(602) 506-8530
Board of Supervisors	(602) 506-3415	Human Resources	(602) 506-3755	Juvenile Court	(602) 506-4011
Clerk of the Court	(602) 506-3730	Materials Management	(602) 506-3967	Juvenile Probation	(602) 506-4460
County Administrative Officer	(602) 506-3415	Schools	(602) 506-3866	Public Defender	(602) 506-7711
Recorder	(602) 506-3535	MONEY MATTERS		Self Service Center	(602) 506-7353
Sheriff	(602) 256-1000	Budget Office	(602) 506-7280	Superior Court	(602) 506-7353
Treasurer	(602) 506-8511	Finance	(602) 506-3561	COMMUNITY SERVICES	
HEALTH SERVICES		Risk Management	(602) 506-4062	Animal Control	(602) 506-PETS
Correctional Health	(602) 506-2906	PUBLIC WORKS		Community Development	(602) 240-2210
Environmental Services	(602) 506-6623	Equipment Services	(602) 506-8692	Parks & Recreation	(602) 506-2930
Human Services	(602) 506-5911	Facilities Management	(602) 506-1141	Library	(602) 506-2957
Medical Center	(602) 344-5011	Flood Control	(602) 506-1501	Housing	(602) 257-1113
Public Health	(602) 506-6900	Solid Waste	(602) 506-7060	Public Fiduciary	(602) 506-5922
For further information on any specific department services or strategic plan, visit our website at: www.maricopa.gov .				Stadium District	(602) 462-6400



**SUPERVISOR DISTRICT 1
CHAIRMAN
FULTON BROCK**



**SUPERVISOR DISTRICT 2
DON STAPLEY**



**SUPERVISOR DISTRICT 3
ANDREW KUNASEK**



**SUPERVISOR DISTRICT 4
MAX WILSON**



**SUPERVISOR DISTRICT 5
MARY ROSE WILCOX**

**Maricopa County Board of
Supervisors**



www.maricopa.gov